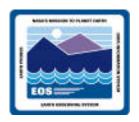


# GUI Workshop I Ingest/Trouble Ticket Carey Gire/Dave Miller

2-Feb-1996

## **Overview**Summary and Context

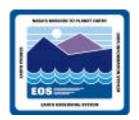


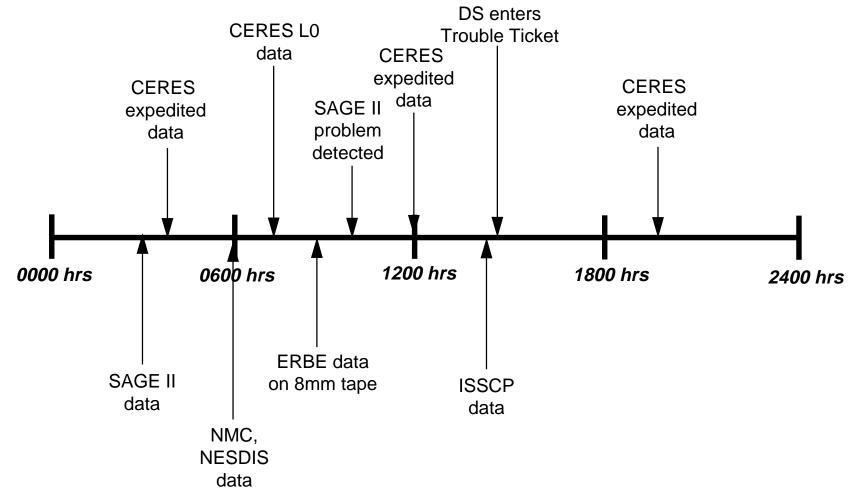
 Summary: This script highlights the GUIs used to perform a typical day's Ingest activities at a Release A DAAC, including use of Trouble Tickets.

#### Context:

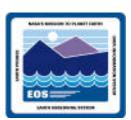
- Invoke initial Ingest GUI screens
- Monitor normal ongoing Ingest activities
- View the Ingest activities occurring before the current shift and define necessary catch-up activities
- Set Ingest thresholds to match current day's load
- Ingest media from Version 0 facility
- Handle a real-time error condition
- Log and resolve a Trouble Ticket

## **Scenario Timeline**Representative LaRC DAAC Events





### **DAAC Activity Timeline**Representative DAAC Activities





#### PM/QA

- -- View ongoing ingest activity —
- -- Verify SAGE II, NMC, NESDIS, CERES L0 and expedited arrival
- -- Set Ingest thresholds
- -- Detect and review error condition

#### DIT

-- Workoff 8 mm tape

#### **Data Specialist**

-- Enter Trouble Ticket

#### **Operations Supervisor**

-- Receive Trouble Ticket; assign fix

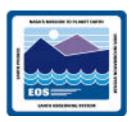
#### **Sustaining Engineering/Data Specialist**

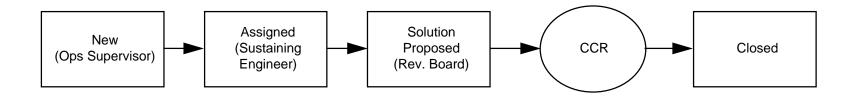
-- Diagnose problem; propose solution

#### **TT Review Board Chairperson**

-- Presents TT to board; proposes CCR

### **Trouble Ticket Status Lifecycle**





(Person or group responsible for TT in parenthesis for each TT Status)